

Claverack Rural Electric Cooperative

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

CLAVERACK REC

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BOARD OF DIRECTORS

Dr. Robert R. Faux, Zone 2

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570-574-3531

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570-265-3599

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Steve Allabaugh

President & CEO

STAFF

Annette Koder, *Executive Assistant*

Nick Berger, *Sr. Director,*

Engineering and Operations

Shelley Young, *Chief Financial Officer*

Brian Zeidner, *Director, Member Services*

OFFICE HOURS

Monday through Friday
7:30 a.m. - 4 p.m.

Jeff Fetzer, *Local Pages Editor*

Your feedback helps us serve you better



I'M A COMMUNICATOR. I LOVE talking with members, teaching a class and giving speeches. Engaging with people gives me great satisfaction, unlike solving a math problem.

I can work with numbers — I just don't like to. However, the one exception to my dislike of numbers is gauging how well we are doing in providing you with exceptional member service.

We measure that satisfaction with an annual survey. We use a professional survey company, Cooperative Insights, to conduct the survey and compile the data for us. They use a sample size of 400 randomly selected members to represent the thoughts and feelings of the entire membership.

If you are one of those 400 members selected to participate in this year's survey, which will be conducted in December via email, please take a few minutes to respond.

Our survey focuses on your level of satisfaction with Claverack's service. The questions range from your overall satisfaction with the service we provide to how we compare to your dream (ideal) utility. Members are always asked to rate their satisfaction with each particular topic on a scale of 1 to 10, with 1 being not satisfied at all and 10 being completely satisfied.

Your answers are used to compute a score to measure how we are doing in meeting your expectations. Because we have conducted the survey for several years now, we have some data to track our progress. Our scores have ranged from 8.6 to, most recently, 8.8 out of 10.

The survey also allows members to offer specific feedback to the cooperative and provides an avenue for members to request an immediate call about an issue. When we are alerted to members requesting a call, we reach out immediately.

All the survey comments and scores are reviewed by cooperative management and provided to the board of directors. We use this information to strategically guide our efforts to maintain a high level of member satisfaction, as well as to focus on areas members find most important, whether it's electric reliability, affordable electricity, quick outage restorations or access to high-speed internet service.

Overall, our scores have been consistently good, with a member-satisfaction level that exceeds most other utilities and is on par with the electric cooperative benchmark we use for comparisons. However, we want to be better. Our goal is to see your satisfaction rate be at the top of all the measured service providers.

To achieve that, we'll keep communicating with you, and we will continue to conduct our annual surveys so we can track our progress and implement improvements to our service to you, our members. So if you get an email asking you to participate in the survey next month, please consider doing so. If you have any questions or concerns, please don't hesitate to call the office. ☎️

BRIAN ZEIDNER

DIRECTOR OF MEMBER SERVICES

Who owns what?

Ownership of electrical equipment determines who's responsible for repairs

BRIAN ZEIDNER, DIRECTOR OF MEMBER SERVICES

WHILE DEPLOYING NEW ELECTRIC METERS across our system recently, our employees have occasionally encountered member properties with electrical service components that need to be repaired or replaced.

If the damaged or deteriorated equipment is owned by the cooperative, our crews make the repairs. If the problem involves equipment owned by the member, we contact them via a letter or phone call about the problem so they can correct it.

Common problems we find on member-owned equipment include missing insulation on service entrance cables, rusted-out meter bases, and rotted or broken-off member-owned poles. In each of these cases, it is the member's responsibility to make the necessary repairs to this equipment.

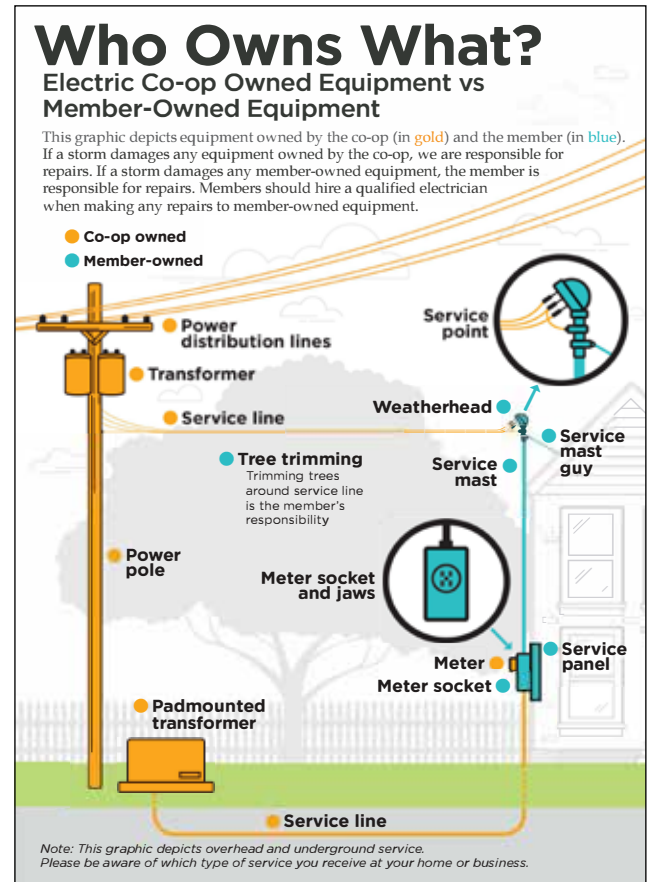
When notifying a member about a problem with their electrical equipment, we often get questions about who owns what part of an individual's electric service. The accompanying illustration, which depicts both underground and overhead electric services, provides the basic answers to that question.

Whether you have an overhead or underground service, Claverack Rural Electric Cooperative (REC) always owns the transformer pole and the service drop — the wires from the transformer that feed power to your building or pole. We also always own the electric meter.

For an overhead electric service, the member owns the weatherhead, upper service entrance cable, meter base and the lower service entrance cable that feeds the panel box. Your service may be mounted on the side of your building, attached to a member-owned pole or located on a pedestal that you have constructed. A member's electric service is not allowed to be attached to a pole owned by the cooperative.

If you have a farm, you may have a CT meter or a meter loop. This is a meter located on a member-owned pole, with overhead wires feeding multiple outbuildings. Again, the cooperative owns the service drop to the pole, and the member owns the rest of the service, including any transfer switches.

Many members have chosen to install underground electric service to their homes. For a residential underground service, it is the member's responsibility to supply



the trench and the conduit for this installation. The cooperative installs and owns the service wire from the transformer to the meter base.

If the underground wire fails, the cooperative will repair or replace it, at no cost to the member, after the member makes the required excavation.

If you have a service that needs to be repaired or replaced, please visit our website to review our service specifications. You may also call the engineering department for more information.

You should also check with your municipality for an approved electrical inspection agency. Please note that Claverack does use a meter seal to control access into your meter base as a means of preventing tampering/theft of service, but also to keep members and contractors safe. To avoid unnecessary tampering fees, make sure your electrician calls the Claverack office to schedule a disconnect/reconnect so he or she can safely work on your electrical service. ❗

GOING AWAY FOR THE WINTER?

Claverack Rural Electric Cooperative (REC) offers members who will be away from home for an extended period – including “snowbirds” who migrate to warmer climates for the winter – two convenient and timely ways to receive their electric bills while they are gone.

ONLINE BILLING

Claverack’s SmartHub program gives members the ability to receive and pay electric bills electronically, either online or through the SmartHub mobile app available for smart phones and tablets.

With SmartHub, members receive an email notification when a new bill is generated. They can then pay their bill electronically using a checking account, MasterCard, Visa or debit card.

SmartHub participants also have access to their account information 24 hours a day, seven days a week.

To explore the features of SmartHub, visit the Claverack REC website, claverack.com, and click on the SmartHub option on our homepage.

SEASONAL ADDRESS PROGRAM

The co-op also offers a Seasonal Address Program that allows members to receive their electric bills at an alternate mailing address.

It’s easy to sign up for the program: Just call our billing department and provide your alternate address, along with the dates you expect to be away. During this period your correspondence from Claverack will be mailed directly to the seasonal address, eliminating the need for the postal service to forward it to you.

For more information on the Seasonal Address Program or SmartHub, contact the Claverack REC office at 800-326-9799.

Claverack to conduct member survey in December

Claverack Rural Electric Cooperative (REC) will be conducting a member satisfaction survey by email with the help of Cooperative Insights and Data Decisions Group during December.

The email will include a link to the survey that’s embedded in the email invitation. Claverack REC’s logo will also appear in the email.

If you are one of the members to receive the email, please participate so we can better serve you. 📧



WORKING HARD TO BRING YOU A BETTER INTERNET EXPERIENCE

We know the time between when construction starts and when services are received can seem like a very long wait. To help you understand what it takes to build a fiber network, here’s a snapshot of the construction process:

Step 1: “Make ready”: This process entails identifying height and clearance issues with existing Claverack-owned poles. If issues are identified, a taller pole is installed, or wires are rearranged.

Step 2: Mainline fiber construction: Our contracted construction crews (Henkels & McCoy) will attach miles of fiber-optic cables to our utility poles. The cables connect to our internet backbone that makes internet connectivity possible.

Step 3: Installing “drops”: A “drop” is the fiber-optic cable that runs from the mainline fiber to your house. Once this fiber is installed and spliced to the mainline fiber, your home is connected to Revolution Broadband’s network.

This step also includes placement of a Network Interface Device (NID) on the outside of your house.

Step 4: Home installation and activation: We’ll bring the outside fiber-optic cable into your house and install the Optical Network Terminal (ONT) and fiber gateway (modem and router). Then we will activate your service.

Step 5: Testing: We will test the connection to ensure we are delivering what we’ve promised.

This process takes about six to nine months per substation area. That’s why the project will span five to six years.

We greatly appreciate your patience as we work to bring you the area’s fastest, most reliable internet.

To register your interest in Revolution Broadband, visit revolutionbroadband.net. We can’t wait to connect with you!

570-268-1349 | 888-907-8655 | revolutionbroadband.net

Looking Back with Claverack



WINTER GARDEN: Chest freezers must have been somewhat of a novelty in 1953, when this photo of Mrs. Lee Summers of New Milford and her four daughters was published in *Claverack Chatter*, the cooperative's monthly member newsletter. Mrs. Summers and daughters Mary, Betsy, Nina and Janet proudly stand in front of their 30-cubic-foot freezer on a day the photographer "happened along and caught all five ladies picking and preparing chicken from their food freezer." Claverack regularly touted the beneficial uses of electricity in its monthly newsletter in the 1940s and '50s by running photographs of cooperative members standing next to their freezers or using kitchen appliances. The photograph of the Summers family included a headline that read "Food Freezer Serves As Your Winter Garden," as well as comments from Mrs. Summers about her 5-year-old freezer's usefulness in keeping "a nice supply of ice cream at all times" as well as leftovers, baked goods and dough for baking.

Rebates available when you buy Energy Star® appliances

WHEN YOU PURCHASE AN ENERGY Star-rated appliance, you are conserving energy and saving money on your electric bill.

To encourage members to practice energy conservation and responsible energy use, Claverack Rural Electric Cooperative (REC) is offering rebates of \$50 to \$300 to consumer-members who purchase qualifying Energy Star refrigerators, washers, dryers, heat pumps or heat-pump water heaters.

Energy Star certification means products meet energy efficiency guidelines set by the U.S. Environmental Protection Agency. Energy Star-rated products are expected to help consumers reduce their energy bills, conserve energy and help protect the environment.

Claverack's Energy Star Rebate Program allows members to benefit from energy savings generated from the product itself and receive a direct rebate from the cooperative for their purchase. The rebate amounts for Energy Star-rated items are as follows: \$100 for refrigerators; \$50 for washers or dryers; \$300 for air- or ground-source heat pumps; and \$50 for heat-pump water heaters.

To apply for the rebate, members must:

- ▶ Purchase an Energy Star-rated refrigerator, washer, dryer, heat pump or heat-pump water heater in the current calendar year.
- ▶ Complete a rebate form. The form is available by clicking on the "Rebate" button on the Claverack REC homepage, claverack.com.
- ▶ Attach a receipt or invoice showing the date and purchase price of the Energy Star items.

Once all documentation is submitted and approved, a bill credit will be applied to your account. Rebates are available on a first-come, first-served basis. There is a limit of one rebate per appliance type, per member account, and appliances must be installed within Claverack's service territory.

Please note: Funding for rebates is limited and the rebate program is subject to change or cancellation without notice.

For more information or with questions about applying for the rebate, contact the Claverack REC Member Services Department at 800-326-9799. 📞